



## ANNUAL STAND CONFERENCE

### "Soup to Nuts"

The Before, During and After of  
Quality Training

**Friday, March 12, 2004**

**9:00 a.m. - 3:00 p.m.**

**Polytech Conference Center, Woodside, DE (South of Dover)\***

\*Directions to Polytech can be found at <http://www.polytechworks.com/index.cfm?page=contact.html>



#### Cost

**2004 Members: \$50**

**Non-Members: \$75**

Includes 2004  
membership

#### Agenda

**8:30 - 9:00 Registration/Breakfast**  
**9:00 - 9:15 Welcome**  
**9:15 -10:15 Keynote**  
**10:30 -12:00 Concurrent Workshops**  
**12:00 - 1:00 LUNCH**  
**1:00 - 1:30 Networking activity**  
**1:30 - 3:00 Concurrent Workshops**  
**Duration of Event: 9:00am to 3:00pm**

#### Lunch

Crab cakes, marinated  
chicken breast, soup,  
salad, side dishes,  
dessert, and beverages

## BILL OF FARE

### APPETIZER (i.e. Keynote Address)

#### Quality Training in State Government

Presented by James Godshall

James Godshall is President of Total Quality Institute, Inc. and a senior partner of Alignment Consulting International. His consulting experience focuses organizations on aligning their business strategies and processes to achieve long-term competitive strength. He has authored and had published a series of manuals and procedures for the successful implementation of continuous quality improvement, which are used internationally. He is a popular professional speaker and a top business consultant and coach.

### MAIN MEAL AND DESSERT (i.e. Workshops)

#### Aligning Training with Strategic Plans

**Presented by Alan Kovitz**

When budgets are tight, it is more important than ever to ensure that the training your employees attend will be of benefit to your agency. Come learn how to use your agency's strategic plans to develop training that will contribute towards your agency's success.

#### Assessing the Application of Knowledge & Skills

**Presented by Tammy Quackenbush**

How often, when an employee returns from a training program, do they put to use all of the skills and knowledge that they learned? Sadly, in most agencies, that answer is "not very often." This workshop will suggest ways to evaluate training and will provide tips for encouraging employees to use what they've learned.

## Registration Deadline – February 27, 2004

**Please complete the attached registration form!**

Co-sponsored by the State Personnel Office

And funded in part by the First State Quality Improvement Fund

# 2004 STAND Conference Registration Form

## Soup to Nuts

Name \_\_\_\_\_

Agency/Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

**Registration Deadline: February 27, 2004**

### **Fees**

2004 Paid Membership: **\$50**

Non-members: **\$75** (Includes 2004 membership)

STAND's Federal Tax Identification # 51-0319316

**Please mail this form with your check payable to STAND to:**

**STAND  
c/o Wm. Tyson  
28 Chatham Court  
Dover, DE 19901-3909**



For additional information, call one of the committee members:

Tracey Connolly (302) 577-8952

Johnette Graf (302) 577-5232

Marcia Roe (302) 633-2706

Patricia Burrell (302) 739-5473

---

Co-sponsored by the State Personnel Office  
And funded in part by the First State Quality Improvement Fund